Standards & Satisfaction

Delivery: Interns’ Experience (What “Quality” actually means)
Who’s IGCDP’s main costumer?

The Interns
What does a “qualitative” experience actually mean?

Leadership Development
(in the intern)
This is the base principle for Leadership Development in AIESEC Experiences: the AIESEC offices together with the host organizations (partners like schools, orphanages, etc) ensure the delivery of the 16 Standards & Satisfaction principles along with LEAD spaces (sessions, buddies, etc) to facilitate the Inner & Outer Journey of the Intern in order for him to develop the 4 leadership qualities of the Leadership Development Model.
Leadership Development Model

The leadership our program participants develop is very specific: it refers to 4 qualities that contain 3 different elements (behaviors) each one.

By living our GCDP experience, our Interns are able to improve their leadership skills based on this model.
The Leadership Skills are developed by each Intern going through an Inner & Outer Journey. There are 8 parts that take place, allowing the intern to grow. We help facilitating some of them.

By providing a challenging **Job Description (JD)** as part of a social project in a different culture.

By providing the 3 **LEAD** Rounds for each Intern, and using **Buddies 2.0** as a booster.

By providing the **Buddies** and having a delivery team to back up the needs of the Interns.

By himself, as he lives his exchange and afterwards once internalizing the learning he had.
Standards & Satisfaction

In order to ensure the Leadership Development of our Interns we need to ensure there’s a minimum set of criteria met for his experience, so he can have everything needed to focus on his development and make the experience a qualitative one.
The logic behind the Standards & Satisfaction

The S&S are designed based on the living needs of human beings according to the concept of the Maslow Pyramid (Hierarchy of Needs). Each level of the pyramid is satisfied by a different part of the S&S, ensuring that way that it is fully covered for an Intern, so he can focus on the highest point of it: Self-Actualization. That’s where most of the Leadership Development happens, and thus why it’s fundamental to cover the basics in order to ensure the relevance of the experience for an EP.
The 16 Standards & Satisfaction

The 16 points represent all the minimum elements that an intern needs to have properly in place for his experience. Some of them are delivered by the Home Entity (the OGCDP side) and some by the Host Entity (IGCDP side). At the same time, these standards come from the international Exchange Program Policies (XPPs), so it’s a global mandate to accomplish them for all EPs.
IGCDP’s responsibility with the Standards & Satisfaction

As you might have noticed, it’s IGCDP’s responsibility to ensure 11 S&S out of the 16 total.
All the S&S of the Red (logistics) and Green (job), two from Blue (living) and one from Yellow (experience and learning).

These responsibilities are managed together by the department, with some of them belonging to the Matching sub-department, some to the Delivery one and some to the Logistics one (direct responsible for projects’ execution).

There are different strategies, programs and activities put into place to deliver each S&S. Defining that is part of the organization of the IGCDP projects and the creation of the Delivery Plan for all the projects.

Anything that goes outside of this S&S (extra things like traveling, cultural activities, food, etc) is considered a nice plus, and goes under Integration activities, which aren’t a must but an extra value added.
Thank you!

Standards & Satisfaction Implementation Booklet